

Disputed Transaction Advice

A. MEMBER DETAILS

Member name	Membership number
<input type="text"/>	<input type="text"/>
Card number - Please only include the first 6 and last 4 digits _ _ _ _ _ X X X X X X _ _ _ _ _	Account Type (eg S1, S2 etc)
<input type="text"/>	<input type="text"/>
Preferred contact number	Email address
<input type="text"/>	<input type="text"/>

B. REASON FOR DISPUTE

Please check one of the following boxes:

- Transaction was only authorised once, but has been debited to my account multiple times [Please complete Sections D and G]
- Goods not received / misrepresentation by Merchant [Please complete the below details as well as Sections D and G]

Description of goods purchased Anticipated arrival date / /

Most recent attempt to contact merchant:

Date	Time	Method used
<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>

Outcome

Copies of emails attached YES/ NO

Have you signed up for a subscription / free trial? YES/ NO

If so, was it clear that you were signing up for this subscription? YES/ NO

Unauthorised transaction

Transaction type: Visa transaction [Please complete Sections C, D, E and G] OR
Internet / Mobile Banking [Please complete Sections C, D, F and G]

C. POLICE REPORT

Value: Total disputed transaction value \$

Is the total disputed transaction value greater than \$200?

YES/ NO

If yes, bcu requires you to report the incident to the Police and provide the Event or Police Reference number. If you reside in NSW you can make a Police report via the Police Assistance Line by phoning 131 444. The Police Assistance Line is available 24 hours a day, 7 days a week. NSW Police must provide you with an Event Number for any fraud incident, no matter what the amount is.

Is the total disputed transaction value greater than \$500?

YES/ NO

If yes, in **addition** to the Police report, bcu requires you to provide a Statutory Declaration outlining the circumstances of the dispute. bcu staff can help you with what sort of information needs to be included in the Statutory Declaration.

Police Event / Reference Number	Police Report Date	Time
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>

Station reported at (if applicable)

Police Officer's Name (if applicable)	Contact Number (if applicable)
<input type="text"/>	<input type="text"/>

D. DISPUTED TRANSACTION DETAILS

1. Processing date	Effective date	Time	Amount
<input type="text" value=" / /"/>	<input type="text" value=" / /"/>	<input type="text"/>	<input type="text" value="\$"/>

Transaction description

Merchant name	Location of merchant
<input type="text"/>	<input type="text"/>

2. Processing date	Effective date	Time	Amount
<input type="text" value=" / /"/>	<input type="text" value=" / /"/>	<input type="text"/>	<input type="text" value="\$"/>

Transaction description

Merchant name	Location of merchant
<input type="text"/>	<input type="text"/>

3. Processing date	Effective date	Time	Amount
<input type="text" value=" / /"/>	<input type="text" value=" / /"/>	<input type="text"/>	<input type="text" value="\$"/>

Transaction description

Merchant name	Location of merchant
<input type="text"/>	<input type="text"/>

4. Processing date	Effective date	Time	Amount
<input type="text" value=" / /"/>	<input type="text" value=" / /"/>	<input type="text"/>	<input type="text" value="\$"/>

Transaction description

Merchant name	Location of merchant
<input type="text"/>	<input type="text"/>

5. Processing date	Effective date	Time	Amount
<input type="text" value=" / /"/>	<input type="text" value=" / /"/>	<input type="text"/>	<input type="text" value="\$"/>

Transaction description

Merchant name	Location of merchant
<input type="text"/>	<input type="text"/>

6. Processing date	Effective date	Time	Amount
<input type="text" value=" / /"/>	<input type="text" value=" / /"/>	<input type="text"/>	<input type="text" value="\$"/>

Transaction description

Merchant name	Location of merchant
<input type="text"/>	<input type="text"/>

7. Processing date	Effective date	Time	Amount
<input type="text" value=" / /"/>	<input type="text" value=" / /"/>	<input type="text"/>	<input type="text" value="\$"/>

Transaction description

Merchant name	Location of merchant
<input type="text"/>	<input type="text"/>

E. VISA TRANSACTION - ONLY COMPLETE THIS SECTION FOR VISA CARD TRANSACTIONS

Was your card lost or stolen? YES/ NO

If yes, date and time the loss / theft occurred:

Date / / Time

When and how did you become aware of the loss / theft?

How did you report the loss / theft to us? (eg telephone)?

What was the date and time of reporting to bcu?

Date / / Time

How did the loss / theft occur?

Where did the loss / theft occur?

If the card was not lost or stolen, where was the card at the time of the transaction?

Was the card signed? YES/ NO | Did you keep a record of your PIN (either disguised or undisguised)? YES/ NO

If so, how was it recorded and where was the record kept?

Was the record of the PIN stolen as well? YES/ NO

Has the PIN been disclosed to anyone else (including family members)? YES/ NO

If so, provide the name, address and telephone number and relationship to you

Name	Relationship	Contact number
<input type="text"/>	<input type="text"/>	<input type="text"/>

Address

F. INTERNET / MOBILE BANKING - ONLY COMPLETE THIS SECTION FOR TRANSACTIONS WHERE MONEY HAS BEEN TRANSFERRED

When and how did you become aware of the unauthorised transaction(s)?

Have you altered your password since becoming aware of the unauthorised transaction(s)? YES/ NO

What was the date and time of reporting the incident to bcu?

Date / / Time

Did you keep a record of your password (either disguised or undisguised)? YES/ NO

If yes, how was it recorded and where was the record kept?

Has the password been disclosed to anyone else (including family members)? YES/ NO

If yes, please provide the name, address and telephone number and relationship to you:

Name	Relationship	Contact number
<input type="text"/>	<input type="text"/>	<input type="text"/>

Address

Have you opened any emails from unknown senders that have asked you to click on a link or asked you to supply personal or banking information? YES/ NO

Did you receive a phone call from anyone asking you to supply personal or banking information? YES/ NO

G. ADDITIONAL SUPPORTING INFORMATION (IF NOT PROVIDING A STATUTORY DECLARATION)

Please provide any other additional information you feel may assist us in assessing your claim

Full name (please print)

Date

/ /

Signature

H. STATUTORY DECLARATION (PLEASE COMPLETE WHERE TOTAL DISPUTED TRANSACTION VALUE IS GREATER THAN \$500)

I, _____ do solemnly and sincerely declare

And I make this solemn declaration by virtue of the Statutory Declarations Act 1959, and subject to the penalties provided by that Act for the making of false statements in statutory declarations, conscientiously believing the statements contained in this declaration to be true in every particular.

Signature

Declared at _____

the day of

Name of authorised witness

Qualification

Signature

JP Number

Certify the following matters concerning the making of this statutory declaration by the person who made it:

*please cross out any text that does not apply

1. *I saw the face of the person OR *I did not see the face of the person because the person was wearing a face covering, but I am satisfied that the person had a special justification for not removing the covering, and
2. *I have known the person for at least 12 months OR *I have not known the person for at least 12 months, but I have confirmed the person's identity using an identification document and the document I relied on was:

Describe the identification document relied on

A statutory Declaration under the Statutory Declarations Act 1959 may be made before the following persons:

- a. A Legal Practitioner;
- b. A Justice of the Peace;
- c. A Commissioner for Affidavits;
- d. A Commissioner for Declarations;
- e. A Notary Public;
- f. A personal before whom a statutory declaration may be made under the law of the State in which the declaration is made;
- g. An Australia Consular Officer or an Australian Diplomatic Officer as defined by Section Two of the Consular Fees Act 1955; or
- h. Any other person listed in Schedule 2 of the Statutory Declarations Regulations 1993.

Return application to your local bcu Store or by:

Mail PO Box 6328, Coffs Harbour Plaza, NSW 2450

Facsimile 02 6568 3011

Email mail@bcu.com.au

bcu use only:

Checked by

Store Date / /